

I do not want a large monopoly to become even larger and control my choices of internet service. I am very happy with my local and well run internet service. Just because SBC is already a monopoly is not a good reason to make it even larger. When these large monopolies take over more services the quality of their customer service tends to decrease. The choice should be ours based on the quality of the service provided and if I am unhappy with SBC's I don't want to be stuck with them, I want another option. Creating monopolies does not provide us with options. Then companies like SBC can provide bad service because consumers have no other choice but to accept their bad service. Every time a small company in our area has been replaced with a large company I have had problems with service and getting through to someone to complain about the quality of service, and nothing happens once I complain anyway. Complaining to the Consumer's Affairs Bureau is worthless as they are totally ineffective.